

DEPARTMENT OF CHILDREN'S SERVICES

Seventh Floor, Cordell Hull Building

436 Sixth Avenue North

Nashville, Tennessee 37243-1290

(615) 741-9699

Tennessee.gov/youth

Michael Miller, *Commissioner*

The Department of Children's Services was created in April 1996 and consolidated all services to children formerly provided by multiple departments.

The Department of Children's Services (DCS) provides a full range of services to children in, and at risk of, state custody and to their families. Through a variety of public and private agencies, administered in a managed care environment, the department is responsible for child protective services, foster care, adoption, programs for delinquent youth, probation, aftercare, treatment and rehabilitation programs for identified youth, and licensing for all child-welfare agencies, except for child (day) care agencies.

The services encompassed by the department previously provided by the former six departments are as follows:

- Department of Human Services: Child protective services, adoption, foster care, and licensing of child-welfare agencies;
- Department of Youth Development: Services for delinquent youth, probation, and aftercare services;
- Department of Mental Health and Developmental Disabilities: Children in custody with mental health needs;
- Department of Health: Managed care for children's services;
- Department of Education: Tennessee Preparatory School; and
- Department of Finance and Administration: Office of Children's Services Administration.

The Department of Children's Services employs approximately 3,500 staff statewide and has a projected annual budget of nearly \$483 million.

Mission

The Tennessee Department of Children's Services, in collaboration with juvenile courts, local communities, schools, families, and other state agencies, will provide timely, appropriate, and cost effective services for children in state custody and at risk of custody so these children can strive to reach their full potential as productive, competent, and healthy adults.

Services

Commissioner's Office — The commissioner's office is in charge of the overall operation of the department. The deputy commissioner, assistant commissioner for Departmental Treatment Facilities, assistant commissioner for Finance and Administrative Services, two executive assistants, public information officer, Internal Affairs, Legal Services, Special Operations, Internal Audit, Policy, Planning and Research, Information Resources, Provider Services, Education Services, Staff Development, and Personnel report directly to the commissioner.

Departmental Treatment Facilities — The Division of Departmental Treatment Facilities serves children in a variety of areas such as delinquent offenses and dependent/neglect commitments. The department operates four youth development centers, three regional facilities, and one maximum security facility for delinquent offenders; Tennessee Preparatory School (TPS), a residential education facility for dependent/neglected and unruly youth; thirteen group homes; LIFT Academy, a day treatment/alternative school which diverts youth from commitment; and the Johnson City Observation and Assessment Center, which provides detailed assessment of youth to enable the courts to make a more informed disposition of juvenile cases. This division is responsible for overseeing the day-to-day operations of the facilities while providing treatment and rehabilitation to children committed to state custody by the juvenile court.

Finance and Administrative Services — The Division of Finance and Administrative Services consists of four sections: Fiscal Services, Budget, Contract Administration and Administrative Services. The *Fiscal Services* section provides the accounting, accounts payable (including payroll), accounts receivable, and eligibility determination functions for the department. The *Budget* section is responsible for the preparation of the departmental budget for funding the agency's activities, as well as monitoring expenditures and revenues to ensure operation within budgeted resources. *Contract Administration* supports the program operations of the department through the purchase of contract services. The *Administrative Services* section is responsible for administrative support and facilities management.

Additional programs reporting directly to the commissioner include *Policy, Planning, and Research* which coordinates policy development, planning, research, and evaluation activities for the department. *Staff Development* is responsible for coordinating staff enrollment in professional training courses, and *Volunteer Services* develops and implements programs to use volunteers with children in foster care and juvenile justice settings.

Information Resources maintains the management information systems of the department (TN KIDS). *Internal Audit* ensures fiscal compliance in accordance with all applicable statutes and regulations of law, and *Personnel* assists in the hiring, separation, and termination of employees and in the administration of employee benefits. *Provider Services* furnishes the technical and programmatic support for residential and non-custodial contracts.

Health Care Advocacy promotes improved access to medical and behavioral services for children in state custody or at risk of coming into state custody and develops policies and procedures related to health services for children in custody. *Medical Services* is responsible for medical, dental, and mental health services for each child in the department's custody, and *Health Education* is responsible for the HIV/AIDS Awareness program for youth and employees. *Educational Services* provides the oversight to the educational services provided to children in the custody of DCS through the department's special school district. *Food Services* provides nutritionally adequate meals for all students.

Deputy Commissioner — The deputy commissioner supervises three assistant commissioners located in the west, middle, and east grand regions of the state and is responsible for the field staff in the twelve regions. The deputy commissioner oversees Regional Services, Child Protective Services (CPS), Adoptions, Family Crisis Intervention Program, Interstate Compact, Probation, and Community Services Agencies (CSAs). The deputy commissioner also assists in the overall operation of the department and, in the absence of the commissioner, represents the commissioner on various boards and commissions.

Regional Services works as technical and programmatic support for: child and family teams who work cases involving probation, aftercare, and foster care; residential case management staff who are onsite with residential providers and foster parents to monitor children's progress; and family crisis intervention teams who work with the unruly population in a non-custodial intervention capacity to serve those children outside of custody.

Child Protective Services coordinates policy and procedure, develops outcome and performance measures with field input, leads and/or conducts some specialized investigative functions, and completes reviews and sends recommendations to the commissioner on cases of severe child abuse.

Adoptions covers post-adopt functions, the putative father registry, the sealed centralized record storage system, and the coordination of adoptions assistance activities for the regions. Training, policy, and procedure are also part of the responsibility.

Probation is offered to delinquent offenders that are convicted of a violation of law and are supervised by probation case managers as an alternative to commitment into state custody.

Community Service Agencies, "quasi-governmental" entities who work to improve services to children through their regions in Tennessee, receive technical support from this division. DCS contracts with the CSAs across the state to provide staff and service delivery in the area of case management, prevention services, resource management, and assessment services to children and families.

Facilities and Regional Offices

Regional Offices

Mike Harkleroad, Administrator

DCS Knox County Regional Office
2700 Middlebrook Pike, Suite 210
Knoxville, TN 37921
Phone: (423) 594-6110
Fax: (423) 594-6355

Jay Gaffney, Administrator

DCS Southwest Regional Office
Delta Building, 33 Old Hickory Blvd.
Jackson, TN 38305
Phone: (731) 423-5812
Fax: (731) 426-0850

Jackie Jolley, Administrator

DCS Hamilton County Regional Office
540 McCallie Avenue, 3rd Fl. W., Suite. 300
Chattanooga, TN 37402
Phone: (423) 634-6412
Fax: (423) 634-6331

Jerry Wilson, Administrator

DCS East TN Regional Office
419 Charles Sevier Boulevard
Clinton, TN 37716
Phone: (865) 457-5960
Fax: (865) 463-8121

Juanita White, Administrator

DCS Shelby County Regional Office
170 North Main Street
Memphis, TN 38103
Phone: (901) 578-4000
Fax: (901) 543-7110

Judy Cole, Administrator

DCS Northeast Regional Office
2513 Wesley St., Suite 3
Johnson City, TN 37601
Phone: (423) 854-5311 or (877) 542-2873
Fax: (423) 854-5315

Ben Sparkman, Administrator

DCS Upper Cumberland Regional Office
 1525 E. Spring Street, Suite B
 Cookeville, TN 38506
 Phone: (931) 520-1803
 Fax: (931) 520-1877

Sandra Holder, Administrator

DCS Southeast Regional Office
 1501 Riverside Drive, Suite 105
 Chattanooga, TN 37406
 Phone: (423) 634-6030
 Fax: (423) 634-6046

Kitty Oliver, Administrator

DCS Northwest Regional Office
 1263 Hwy. 45 Bypass North
 Trenton, TN 38382-4006
 Phone: (731) 855-7809
 Fax: (731) 855-7812

Beth Kasch, Administrator

DCS Mid-Cumberland Regional Office
 301 South Perimeter Park Drive, Suite 212
 Nashville, TN 37243
 Phone: (615) 445-2200
 Fax: (615) 331-6400

Jeannette Birge, Administrator

DCS Davidson County Regional Office
 900 2nd Avenue North
 Nashville, TN 37243
 Phone: (615) 532-4422
 Fax: (615) 741-9489

Vivian Lovvorn, Administrator

DCS South Central Regional Office
 211 Wayne Street
 Columbia, TN 38401
 Phone: (615) 380-2587
 Fax: (615) 380-2585

Departmental Treatment Facilities

Woodland Hills Youth Development Center

3965 Stewarts Lane
 Nashville, Tennessee 37243-1297
 Phone: (615) 532-2000
 Fax: (615) 532-8402
Superintendent: Ken Curry

Wilder Youth Development Center

P.O. Box 639
 13870 Highway 59
 Somerville, Tennessee 38068
 Phone: (901) 465-7359
 Fax: (901) 465-7363
Superintendent: Amy Barcroft

Tennessee Preparatory School

1200 Foster Avenue
 Nashville, Tennessee 37243-0385
 Phone: (615) 687-6300
Superintendent: Randy Dillon

Taft Youth Development Center

Route 4, Box 400
 Pikeville, Tennessee 37367
 Phone: (423) 881-3201
 Fax: (423) 881-4617
Superintendent: Larry Lively

Mountain View Youth Development Center

809 Peal Lane
 Dandridge, Tennessee 37725
 Phone: (423) 397-0174
 Fax: (423) 397-0738
Superintendent: Gary Morris

Community Residential Programs

Northeast Tennessee Region**Northeast Tennessee Academy**

200 Quarry Road
 Johnson City, Tennessee 37601
 Phone: (423) 929-8300
 Fax: (423) 434-6496

Johnson City Boys Group Home

208 Quarry Road
 Johnson City, Tennessee 37601
 Phone: (423) 929-8101
 Fax: (423) 928-8632

Elizabethton Group Home

150 Hatcher Lane
 Elizabethton, Tennessee 37643
 Phone: (423) 543-1871
 Fax: (423) 547-0913

Johnson City Observation & Assessment Ctr.

210 Quarry Road
 Johnson City, Tennessee 37601
 Phone: (423) 929-1240
 Fax: (423) 434-6497

L.I.F.T. Academy

Route 1, Box 2965
 Elizabethton, Tennessee 37643
 Phone: (423) 547-4050
 Fax: (423) 547-4061

East Tennessee Region

Madisonville Group Home

255 Wayman Road
Madisonville, Tennessee 37354
Phone: (423) 442-7411
Fax: (423) 442-7413

Oak Ridge Group Home

125 Lancaster Road
Oak Ridge, Tennessee 37830
Phone: (865) 483-1170
Fax: (865) 483-9793

Knox County Region

West View Center

3720 Middlebrook Pike
Knoxville, Tennessee 37921
Phone: (865) 594-6504
Fax: (865) 594-6018

Southeast Region

Bradley County Group Home

1175 Stuart Road, NE
Cleveland, Tennessee 37312
Phone: (423) 478-0342
Fax: (423) 559-4988

Inman Group Home

264 Hawkersmith Road
Tullahoma, Tennessee 37388
Phone: (931) 454-1926
Fax: (931) 454-1928

Upper Cumberland Region

Cookeville Halfway House

255 Kacie Avenue
Cookeville, Tennessee 38501
Phone: (931) 526-8610
Fax: (931) 528-9299

Davidson County Region

Nashville Transition Center

2412 Plum Street
Nashville, Tennessee 37207
Phone: (615) 741-1505
Fax: (615) 227-5307

Southwest Region

Jackson Halfway House

235 North Highland Avenue
Jackson, Tennessee 38301
Phone: (901) 423-6654
Fax: (901) 426-0533

Shelby County Region

Memphis Group Home

305 North Bellevue
Memphis, Tennessee 38105
Phone: (901) 726-6872
Fax: (901) 726-0174

Peabody Residential Treatment Center

3951 Covington Pike
Memphis, Tennessee 38135
Phone: (901) 543-7943
Fax: (901) 382-5853

Commissioner Michael Miller began his career as a social services case-worker in Hamilton County for the Department of Public Welfare, later serving as the administrative assistant to the deputy commissioner for the Department of Human Services. He left Tennessee for Ohio where he worked for the State Senate, the Department of Mental Health and Mental Retardation, and the Central Ohio Psychiatric Hospital. In 1991, Commissioner Miller returned to Tennessee and was appointed the executive director for the Metropolitan Nashville Social Services Department and was an instructor for the Graduate School at the UT College of Social Work. Commissioner Miller is very active in the Nashville community and has served in various capacities on the Davidson County Community Corrections Advisory Board, Davidson County Child Death Review Team, Leadership Nashville, and Metro Action Commission and was the chairman for the Family Resource Center Task Force for the United Way of Middle Tennessee. In 1998, he was named the Best Department Head in Metro Government by the Nashville Scene and received the Public Administrator of the Year Award in 1996 from the American Society for Public Administration. Commissioner Miller holds a master's degree in Social Work from the University of Tennessee and a bachelor of arts degree in Philosophy and Theology from Spalding College. Commissioner Miller is married and has 4 children.

